



BDDS Newsletter

Number 1

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From the Office of Carmela Barrett, Director

Lately, many of you have expressed interest in receiving more regular communication about the Bureau of Developmental Disabilities' initiatives. I am pleased to introduce the first edition of the BDDS Newsletter, which we hope will keep you informed of our ongoing efforts and how they might impact your work. BDDS will use this newsletter to provide additional information on specific topics periodically. You can respond to any of these articles or suggest other topics to include within the next Newsletter by contacting the BDDS Helpline at bddshelp@fssa.state.in.us. As always, thanks for all you do to serve Hoosiers with developmental disabilities!

The MATRIX

As you read this article, the deficit in the residential account, which funds the programs administered by the Bureau of Developmental Disabilities Services (BDDS), approaches the \$20 million mark. The significant cost containment efforts undertaken earlier this year will somewhat decrease this deficit; however, the reality is stark. Because of the national recession and the strain on the state budget, the Family and Social Services Administration (FSSA) has no choice but to look at ways to be more efficient with the resources entrusted to us by the people of Indiana. We need to work to contain costs and rethink our way of doing business in order to ensure we are able to provide services to as many Hoosiers as possible with the limited resources available.

Within the Division of Disability, Aging and Rehabilitative Services (DDARS) and BDDS, we recognize this situation is difficult for everyone, especially the families and caregivers of people served and those waiting for services. To close our budget deficit, we have worked hard with advocates and families – and will continue to work with them – to develop policies that best fulfill our mission: serving the greatest number of people possible with limited resources, focusing on the health and safety of our clients and protecting basic services for the future.

It could be said that adversity encourages individuals to think differently and challenges systems to evolve. In the case of DDARS and BDDS, the current financial struggles have increased our work with partners to evaluate how we can better serve Hoosiers with developmental disabilities. One strategy to that end is the MATRIX.

The MATRIX project will revolutionize the way we distribute funding to support individuals with disabilities. The premise is that each individual's funding should be based upon an independent assessment of that individual's needs using a systematic tool. Beyond merely measuring IQ, this tool will take into account the varied challenges an individual faces and the many different supports to which an individual has access. Once the tool is applied, a score will be generated and a level of funding will be attached to that score. The funding will include residential supports (if needed), day service supports (if needed), infrastructure, and case management.

It is important to note this MATRIX approach must be budget neutral, meaning it must be within the confines of our current \$71 million appropriation for ICLBs, waiver services, crisis assistance, etc.

Recognizing the significance and importance of this initiative, DDARS has engaged a large group of stakeholders – including providers, case managers, advocates for both families and providers, and DDARS staff – to serve on work groups focused on the assessment tool and resource allocation portions of this effort. Our goal is to have the MATRIX fully implemented by June 2005.

If you would like to provide input on the MATRIX initiative, please contact the BDDS Help Desk at bddshelp@fssa.state.in.us. We will continue to provide periodic updates on the MATRIX's development throughout the next year.

Case Management

There has been a lot of discussion and questions about case management. We would like to take this opportunity to update you on how we believe case managers fit into our current and future service delivery systems.

Without question, case managers play an important role in helping each individual access services within the current system. They serve as advocates for the individuals who have chosen them, working to ensure each individual receives the services and supports they need to remain healthy and safe in the community. They monitor the quality and effectiveness of those services and supports, working to take action to protect the individuals from possible harm. And often, they provide immeasurable emotional support to the individual and his/her family.

However, as we analyze the current service delivery system to identify opportunities to increase effectiveness and efficiencies, every aspect of the system is under scrutiny – including case management. There are two specific concerns related to case management. The first is guidelines for certification of new case managers. With such a large number of certified case managers who work either independently or through case management agencies, our current structure lacks a central authority. The second is the existence of a broad discrepancy among case managers in terms of their level of

understanding of key case management protocols and processes. This discrepancy should be addressed by a bolstered orientation and training program for new case managers.

In June 2004, DDARS will begin conducting a survey of existing case managers through the Indiana Institute on Disability and Community (IIDC). The goal of this survey is to gather data about the state's existing case managers, including their education level, certifications/affiliations, special training, administrative infrastructure and demographic information about the individuals they serve. This survey is open to all providers currently providing case management services. We will use information from this survey to design updated and revised qualifications and training requirements.

An additional concern is the relationship between case managers and residential provider agencies. The Division and the Bureau ideally want case managers to be able to freely monitor and evaluate the effectiveness of services and supports without any real or perceived conflict of interest. In a February 2003 audit, the Indiana State Board of Accounts noted that it found there was a "potential for conflict of interest when the case manager is employed by the same entity that also provides other types of services to recipients." In addition, in February, 2004, a draft review of the waiver program recommended that Indiana "should ensure that consumers' health and safety and freedom of choice of providers are not jeopardized" by seeing to it "that a provider who provides case management services does not provide other services."

To address this issue, BDDS is requiring all individuals on the Developmental Disabilities and Autism waivers have case managers who are independent from their residential providers by July 30, 2004. This policy affects approximately 400 individuals. We are currently working with individual families to assist with this process and will continue to do so. This is the only step that has been taken in terms of revising the case management system and the only step we plan to take until completion of the Request For Information (RFI) process.

We appreciate the case management system input we have received thus far and invite others to provide us with their opinions on the state of the current case management system and how it can be improved moving forward. We have posted a Request for Information (RFI) through the Department of Administration. The primary objective for this RFI is to solicit feedback from a variety of respondents – including case managers, other service providers, the individuals who are eligible for developmental disabilities services, and family members – that will assist DDARS in designing and implementing the most efficient case management delivery system possible. The RFI's questions cover topics including the role of case managers in ensuring quality of care, the fiscal responsibilities of case managers, and the types/amount of training case managers should receive. There also will be a section of questions specifically targeted to individuals receiving case management services (or their legal guardians). You can access the RFI at <http://www.in.gov/idoa/proc/bids/rfi-4-e/>. Feedback will be accepted until 3 p.m. Eastern Standard Time on July 1, 2004.

It is important to stress that, while many discussions have been held about who may or may not provide case management in the future, at this time no decisions have been made. We hope that you will accept our invitation and take some time to respond to the RFI in the coming weeks.

BDDS Help Line Pilot Project Expanding

The Division of Disability, Aging and Rehabilitative Services is pleased to announce an expansion to the already implemented Bureau of Developmental Disabilities Services (BDDS) Helpline. In January of this year, the Bureau established a helpline for all inquiries pertaining to policy and/or procedure to provide timely and consistent answers. With the helpline, all providers, case managers, advocates and family members have a central contact that can provide consistent and accurate answers to questions. The BDDS Helpline has answered over 1,000 questions to date with an average response time of 4 days. Since the implementation of this helpline, BDDS has received a tremendous amount of positive feedback from the community.

Plans are now actively in place to expand the BDDS Helpline throughout all of DDARS, through the Community Response Center (CRC) project. Tech PG, the chosen vendor for the project, will train and assist in streamlining all of our communications, including phone calls, emails and written correspondence. This program will have many features including some the following:

- *All individuals submitting questions to the system will be sent an automatic receipt notice
- *Frequently asked Questions and Answers will be made available to the public
- *Bulletin Notifications will be sent through this program.

The Community Response Center is projected to be fully functional later this summer. Please stay tuned for more information regarding the rollout of this project.

Regional Human Rights Committee

The Bureau of Developmental Disabilities Services is developing a Regional Human Rights Committee (RHRC) through the Muscatatuck State Developmental Center's Human Rights Committee, which will be established July 1, 2004. This RHRC will review the behavioral plans for individuals served by providers that do not have a local Human Rights Committee presently. The RHRC will communicate with the providers by telephone, fax and email in order to efficiently respond to the proposed plans.

Within the next two weeks, the process by which the providers can access the Regional Human Rights Committee will be published in the BDDS Bulletins at the website <http://www.in.gov/fssa/servicedisabl/ddwaivers.html>.